

## TELECOMMUNICATIONS BULLETIN

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CMS 06- 16

Bureau of Communication  
and Computer Services

From:

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### Consolidation of Call Center Numbers

As previously announced, the Customer Solution Center (CSC) has simplified contact procedures for repair and provisioning of telephone, video, data, Internet, cellular, paging, calling card, and IWIN services. Telecommunications Coordinators need only **call one number** for all service needs. Operating Monday through Friday between 8 a.m. and 5 p.m., the CSC in Springfield is responsible for Tier 1 maintenance and provisioning while after hour, weekend, and holiday service coverage is provided by the Communications Management Center (CMC) located in the James R. Thompson Center in Chicago. Both centers share one toll free number - **800-366-8768**.

To allow Coordinators acclimation to the new call centers, all CMS toll free and Centrex Help Desk numbers remained operational. In continued cost saving efforts, CMS is disconnecting the following individual Help Desk numbers:

### February 1st Disconnections:

Voice/Telephone Help Desk	866-524-4212	(217) 524-4212
Data Provisioning Help Desk	800-545-7875	(217) 524-4407
ICN Help Desk	866-426-5463	(217) 558-3589
IWIN Help Desk	866-764-4946	
Telecom Switchboard		(217) 524-1029
Data Repair		(217) 785-7544
Videoconferencing-Scheduling		(217) 557-4000

For all your telecommunications needs, please call the CSC/CMC at **800-366-8768** and follow the prompts. Within the State Centrex, callers may also dial the CSC at **(217) 524-4784**. You are also encouraged to log on to our web site for access to forms, specifications on available products and services, and schedules for upcoming events and training seminars.

**For more information...**  
visit our website at  
[www.state.il.us/cms/telecom](http://www.state.il.us/cms/telecom)